

WHAT IS CLAIMED IS:

1. A method for facilitating mediated virtual communication, comprising:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with the altered context
5 component; and
facilitating, by the mediation system, a mediated follow-through operation for altering the
pending mediated commitment according to the altered context component,
thereby producing an altered mediated commitment.
2. The method of claim 1 wherein receiving an altered context component includes
10 receiving an altered availability status.
3. The method of claim 1 wherein facilitating the mediated follow-through operation
includes:
determining a revised follow-through action;
preparing a revised follow-through communication including the revised follow-through
15 action; and
attempting to contact, via a mediated party communication device, a mediated party
associated with the pending mediated commitment.
4. The method of claim 3 wherein facilitating the mediated follow-through operation
includes transmitting, for reception by the mediated party communication device, the
20 revised follow-through action in response to a mediated party being contacted.

5. The method of claim 4, further comprising:
transmitting a postponement message for reception by the mediated party communication
device in response to the revised follow-through action being unacceptable to the
mediated party; and
5 updating the mediated activity data set to reflect the postponement message being
communicated.
6. The method of claim 4 wherein facilitating the mediated follow-through operation
includes performing a mediated follow-through operation in response to the revised
follow-through action being acceptable to the mediated party.
- 10 7. The method of claim 6, further comprising:
transmitting a postponement message for reception by the mediated party communication
device in response to the mediated follow-through operation being unsuccessful at
producing an altered mediated commitment; and
15 updating the mediated activity data set to reflect the postponement message being
communicated.
8. The method of claim 6, further comprising;
updating the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

9. The method of claim 1 wherein facilitating the mediated follow-through operation includes:
determining a revised follow-through action;
preparing a revised follow-through communication including the revised follow-through
5 action; and
attempting to contact, via a mediation subscriber communication device, a mediation
subscriber associated with the pending mediated commitment.
10. The method of claim 9 wherein facilitating the mediated follow-through operation
includes transmitting, for reception by the mediation subscriber communication device,
10 the revised follow-through action in response to a mediation subscriber being contacted.
11. The method of claim 10, further comprising:
transmitting a postponement message for reception by the mediation subscriber
communication device in response to the revised follow-through action being
unacceptable to the mediation subscriber; and
15 updating the mediated activity data set to reflect the postponement message being
communicated.
12. The method of claim 10 wherein facilitating the mediated follow-through operation
includes performing a mediated follow-through operation in response to the revised
follow-through action being acceptable to the mediation subscriber.

13. The method of claim 12, further comprising:
transmitting a postponement message for reception by the mediation subscriber
communication device in response to the mediated follow-through operation
being unsuccessful at producing an altered mediated commitment; and
5 updating the mediated activity data set to reflect the postponement message being
communicated.

14. The method of claim 12, further comprising;
updating the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

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15. A method for facilitating mediated virtual communication, comprising:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with the altered availability
status; and
5 facilitating, by the mediation system, a mediated follow-through operation for altering the
pending mediated commitment according to the altered availability status, thereby
producing an altered mediated commitment, wherein facilitating the mediated
follow-through operation includes determining a revised follow-through action
and preparing a revised follow-through communication including the revised
10 follow-through action
16. The method of claim 15 wherein facilitating the mediated follow-through operation
includes:
attempting to contact, via a mediated party communication device, a mediated party
associated with the pending mediated commitment; and
15 transmitting, for reception by the mediated party communication device, the revised
follow-through action in response to a mediated party being contacted.
17. The method of claim 16, further comprising:
transmitting a postponement message for reception by the mediated party communication
device in response to the revised follow-through action being unacceptable to the
20 mediated party; and
updating the mediated activity data set to reflect the postponement message being
communicated.
18. The method of claim 16 wherein facilitating the mediated follow-through operation
includes performing a mediated follow-through operation in response to the revised
25 follow-through action being acceptable to the mediated party.

19. The method of claim 18, further comprising:
transmitting a postponement message for reception by the mediated party communication
device in response to the mediated follow-through operation being unsuccessful at
producing an altered mediated commitment;
5 updating the mediated activity data set to reflect the postponement message being
communicated; and
updating the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

- 10 20. The method of claim 15 wherein facilitating the mediated follow-through operation
includes:
attempting to contact, via a mediation subscriber communication device, a mediation
subscriber associated with the pending mediated commitment; and
transmitting, for reception by the mediation subscriber communication device, the revised
15 follow-through action in response to a mediation subscriber being contacted.

21. The method of claim 20, further comprising:
transmitting a postponement message for reception by the mediation subscriber
communication device in response to the revised follow-through action being
unacceptable to the mediation subscriber; and
20 updating the mediated activity data set to reflect the postponement message being
communicated.

22. The method of claim 20 wherein facilitating the mediated follow-through operation
includes performing a mediated follow-through operation in response to the revised
follow-through action being acceptable to the mediation subscriber.

23. The method of claim 22, further comprising:

transmitting a postponement message for reception by the mediation subscriber
communication device in response to the mediated follow-through operation
being unsuccessful at producing an altered mediated commitment;

5 updating the mediated activity data set to reflect the postponement message being
communicated; and

updating the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

24. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber
communication device; and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the mediation system to:
receive, at a mediation system, an altered context component;
determine a pending mediated commitment associated with the altered context
component; and
facilitate, by the mediation system, a mediated follow-through operation for altering the
10 pending mediated commitment according to the altered context component,
thereby producing an altered mediated commitment.
25. The computer program product of claim 24 wherein enabling the mediation system to
enabling the mediation system to receive an altered context component includes enabling
the mediation system to receive an altered availability status.
- 15 26. The computer program product of claim 24 wherein enabling the mediation system to
facilitate the mediated follow-through operation includes enabling the mediation system
to:
determine a revised follow-through action;
prepare a revised follow-through communication including the revised follow-through
20 action; and
attempt to contact, via a mediated party communication device, a mediated party
associated with the pending mediated commitment.

27. The computer program product of claim 26 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to transmit, for reception by the mediated party communication device, the revised follow-through action in response to a mediated party being contacted.

5 28. The computer program product of claim 27 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
10 update the mediated activity data set to reflect the postponement message being communicated.

29. The computer program product of claim 27 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

15 30. The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at
20 producing an altered mediated commitment; and
update the mediated activity data set to reflect the postponement message being communicated.

31. The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:

update the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

32. The computer program product of claim 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a revised follow-through action;

prepare a revised follow-through communication including the revised follow-through action; and

attempt to contact, via a mediation subscriber communication device, a mediation subscriber associated with the pending mediated commitment.

33. The computer program product of claim 32 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation to transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to a mediation subscriber being contacted.

34. The computer program product of claim 33 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update the mediated activity data set to reflect the postponement message being communicated.

35. The computer program product of claim 33 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

5 36. The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber
communication device in response to the mediated follow-through operation
being unsuccessful at producing an altered mediated commitment; and
10 update the mediated activity data set to reflect the postponement message being
communicated.

37. The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

15 update the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

38. A computer program product for facilitating mediated virtual communication,
comprising:
a computer program processable by a data processor to implement a mediation subscriber
communication device; and
5 an apparatus from which the computer program is accessible by the mediation subscriber
communication device;
the computer program capable of enabling the mediation system to:
receive, at a mediation system, an altered context component;
determine a pending mediated commitment associated with the altered availability
10 status; and
facilitate, by the mediation system, a mediated follow-through operation for
altering the pending mediated commitment according to the altered
availability status, thereby producing an altered mediated commitment,
wherein facilitating the mediated follow-through operation includes
15 determining a revised follow-through action and preparing a revised
follow-through communication including the revised follow-through
action.
39. The computer program product of claim 38 wherein enabling the mediation system to
facilitate the mediated follow-through operation includes enabling the mediation system
20 to:
attempting to contact, via a mediated party communication device, a mediated party
associated with the pending mediated commitment; and
transmitting, for reception by the mediated party communication device, the revised
follow-through action in response to a mediated party being contacted.

40. The computer program product of claim 39 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
update the mediated activity data set to reflect the postponement message being communicated.

41. The computer program product of claim 39 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

42. The computer program product of claim 41 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment;
update the mediated activity data set to reflect the postponement message being communicated; and
update the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

43. The computer program product of claim 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempt to contact, via a mediation subscriber communication device, a mediation
subscriber associated with the pending mediated commitment; and
transmit, for reception by the mediation subscriber communication device, the revised
follow-through action in response to a mediation subscriber being contacted.

44. The computer program product of claim 43 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber
communication device in response to the revised follow-through action being
unacceptable to the mediation subscriber; and
update the mediated activity data set to reflect the postponement message being
communicated.

45. The computer program product of claim 43 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

46. The computer program product of claim 45 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber

communication device in response to the mediated follow-through operation

being unsuccessful at producing an altered mediated commitment;

update the mediated activity data set to reflect the postponement message being

communicated; and

update the mediated activity data set to reflect an altered mediated commitment in

response to the mediated follow-through operation successfully producing an

altered mediated commitment.

47. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the
mediation system being capable of:
receiving, at a mediation system, an altered context component;
5 determining a pending mediated commitment associated with the altered context
component; and
facilitating, by the mediation system, a mediated follow-through operation for
altering the pending mediated commitment according to the altered
context component, thereby producing an altered mediated commitment.

10 48. The system of claim 47 wherein:
the mediation system includes a data packet client and a computer-telephone interface
client; the data packet network includes a data packet server; and
the voice network includes a computer-telephone interface client sever and an interactive
voice response system connected to the computer-telephone interface.